

Navigate Stuller Holiday Lead Times [Infographic]



Holiday Season is Here!

While you're busy preparing for the peak season, so are we. We'll be working overtime to fill any and all requests to exceed your needs this holiday season. Our call center is open later and even on Saturdays while our production departments shift into overdrive. Check out the Stuller Holiday Lead Times below, then print the image and post it somewhere in your shop – you'll be glad you did!

2017 Holiday Customer Care Center Hours

Don't forget! The last day we ship for Christmas delivery is on December 22, 2017.

Monday – Friday	8:00a.m. – 7:00 p.m.
Saturday, 11/18	10:00 a.m. – 4:00 p.m.
Saturday, 11/25	10:00 a.m. – 4:00 p.m.
Saturday, 12/2	10:00 a.m. – 4:00 p.m.
Saturday, 12/9	10:00 a.m. – 5:00 p.m.
Saturday, 12/16	10:00 a.m. – 5:00 p.m.

Order Processing Times

At the end of the checkout process, you will be given the choice to place your order immediately or to schedule the order to be automatically submitted. Scheduled orders will be processed at your cutoff time for next-day delivery – no need to watch the clock!

Times Zones	Scheduled Order Processing	Daily Order Cutoff
USA	5:00 p.m. CST	5:00 p.m. CST
Canada	3:00 p.m. CST	3:00 p.m. CST
International	2:00 p.m. CST	2:00 p.m. CST

All ***scheduled*** orders will be processed at 5:00 p.m.*, but you can continue to add to your shipment until your regular daily cutoff time without incurring additional shipping charges**.

**Processing times and daily cutoff times vary based on your location. Please refer to the chart for specific times.*

***Same-day orders booked before cutoff time will be grouped into one shipment, except during high-volume periods, provided the carriers are the same. Additional shipping costs apply for a.m. and weekend deliveries, cash on delivery fees, hazardous fees, heavy packages, and dimensional weight. Carriers may also add additional assessorial fees based on delivery area.*

Here's a quick video detailing all you need to know about scheduled orders



CAD/CAM Services

CAD/CAM orders must be booked by the following dates:

Platinum – Fully Polished and Set *

Continental	December 7
International	December 4

Gold – Fully Polished and Set *

Continental	December 11
International	December 7

Gold – Semi-Finished

Continental	December 18
International	December 13

** Customer stones must be received by December 4.*

Jewelry Personalization

Stuller has you covered for your Sizing, Setting, Assembling, Laser Engraving, and Monogram Jewelry needs. Visit stuller.com/engraving for more details or call 800-877-7777 ext. 348.

Here's something special we created just for you! Print this image and post it in your shop to keep you and your staff in

the know about the 2017 Stuller Holiday Lead Times.

JUST IN TIME FOR THE HOLIDAYS

STULLER HOLIDAY LEAD TIMES



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2017 HOLIDAY CUSTOMER CARE CENTER HOURS	CENTRAL STANDARD TIME	TIME ZONES	SCHEDULED ORDER PROCESSING	DAILY ORDER CUTOFF
Monday – Friday	8:00 a.m. – 7:00 p.m.	USA	5:00 p.m. CST	5:00 p.m. CST
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December 22, 2017: Last day to ship for Christmas Delivery				

CAD/CAM SERVICES

PLATINUM Fully Polished and Set*		GOLD Fully Polished and Set*		GOLD Semi-Finished	
Continental	December 7	Continental	December 11	Continental	December 18
International	December 4	International	December 7	International	December 13
*Customer stones must be received by December 4.		*Customer stones must be received by December 4.			

JEWELRY PERSONALIZATION

STANDARD SERVICES

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Keep your staff well-informed of the Stuller Holiday Lead Times. Don't forget to print the image above and post it in your shop – you'll be glad you did!